



**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

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Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Michael Moseley, Director

December 14, 2005

MEMORANDUM

TO: LME Directors
FROM: Mike Moseley
SUBJECT: Application to Perform Utilization Review and After-Hours Screening, Triage, and Referral

In accordance with Secretary Carmen Hooker Odom's plan to achieve cost efficiencies and improve consistency in the performance of certain Local Management Entity (LME) functions, the Department of Health and Human Services plans to select a LME from each alliance/region/partnership to perform utilization review and after-hours screening, triage and referral activities for all LMEs in the group. The attached application and all required supporting documentation must be submitted to Dick Oliver, LME Team Leader, by **January 10, 2006**, by any LME wishing to be considered for selection.

All LMEs in any given alliance/partnership/region may apply to perform these functions. DHHS will select LMEs based upon the quality of the application, credentials of staff, demonstrated competence, and the cost proposals. LMEs that intend to apply are requested to notify Dick Oliver of their intent by **December 22, 2005**. The Division will then inform interested LMEs regarding the acceptable parameters for their cost proposal, taking into consideration the population base of the area they are proposing to serve. DHHS will finalize its selections and notify the chosen applicants by January **30, 2006**.

If you have questions regarding this application or the required information, please contact your LME Team liaison or Dick Oliver at 919-715-1294 or Dick.Oliver@ncmail.net.

cc: Secretary Carmen Hooker Odom
Allen Dobson
Executive Leadership Team
Management Leadership Team
Carol Duncan Clayton
Patrice Roesler
Kory Goldsmith
Chair, Coalition 2001
Chair, Commission for MH/DD/SAS
Chair, State CFAC



Information Systems Requirements for URL-PA

I. Overview of Information Systems Requirements for URL – PA Processing

As an overview, please be prepared to deliver and discuss the following

- Deliver a high level description of your prior-approval business process.
- Attached is a file layout that will need to be produced from your system. This file will hold authorization data for certain Medicaid services requested by your client or providers. This file will be sent from your system to EDS. Be prepared to demonstrate that this file can be produced from your system. An actual file (electronic .TXT, RTF, DOC, etc) will be the acceptable format of this file.
- Discuss how this file will be produced (high to mid-level detail).
- Discuss the means by which you will securely transmit this data to EDS (via State Vendor).
- Discuss how you will know the status of this transmission from EDS (if appropriate).
- Discuss how this data will be secured (password protected, zipped/encrypted, Secure F/X).

Other questions regarding your system's security profiles, data security, and approval tracking will likely be covered in this discussion.

The expectation is that no more than two hours will be necessary for this discussion.

II. LME U/R I.S. Evaluation Checklist

The checklist below (Section II) is provided to give a guide on the topics to be covered during the site visit. The checklist below should be reviewed and understood by the LME in order to discuss and demonstrate (when applicable).

During the discussion/visit it is preferred that the responses to the items below will be covered in a natural format. The questions will not necessarily be asked in a serial order

Security/HIPAA

- How does the system (your process) protect against the unauthorized access of client personal data?
- How does the system safeguard against unauthorized entry of the application that is responsible for the entry/transfer of PA data?
- What types of restraints/checks are present on data entry screens against editing of existing data?

Data Transmission Clean-up Turn-Around

- **How will you be notified of the status of a PA transmission?**

(Section II continued)...

Information Systems Requirements for URL-PA

- **If the transmission is not successful, what steps are followed in order to correct the transmission?**
- What is the typical turnaround time for PA clean-up?
- *Is there a backup or any redundancy for the transmission capability?*
- Is there a backup/restore (disaster recovery) procedure that is tested (on a scheduled frequency), evaluated, updated as necessary, documented?

General Procedure

- **Describe the business process, highlighting the I.S. components that interface in the process.**
- **Is there written/maintained documentation to support the usage of the system/transmission/interpretation of status?**
- Is there a unique identifier for each provider's service authorization request?
- **How is the service request tracked from its original submission to an authorized request?**
- **If the request is submitted via paper does it ever get transferred to an electronic record?**
- How/where is the data stored?
- What reports are used to help conduct the PA business?

III. Prior Approval (PA) File Layout (HMKY9051)

Information Systems Requirements for URL-PA

The following is a layout of the file that will contain the Prior Authorization data that will need to be transferred for all applicable Medicaid covered services.

This file will need to be a flat file, fixed length (as specified below), and record delimited with <CR> (carriage return).

```
***** START OF COPY MEMBER HMKY9051
*****
*   NORTH CAROLINA VALUE OPTIONS PA RECORDS
*   INPUT TRANSACTION FILE
*****

*01  (PREF)PA-TRANS-RECORD
      05  (PREF)SUBMITTAL-ID          PIC X(02).
          88  (PREF)VALUEOPTIONS      VALUE 'VO'.

      05  (PREF)ACTION-ID             PIC X(01).
          88  (PREF)ACTION-INPATIENT  VALUE 'I'.
          88  (PREF)ACTION-INDEPENDENT VALUE 'M'.
          88  (PREF)ACTION-OUTPATIENT VALUE 'O'.
          88  (PREF)ACTION-PRTF       VALUE 'P'.
          88  (PREF)ACTION-RCC        VALUE 'R'.

      05  (PREF)SUB-SEC-CODE           PIC X(04).

      05  (PREF)STATE-CODE             PIC X(02).
          88  (PREF)NORTH-CAROLINA    VALUE 'NC'.

      05  (PREF)MID                   PIC X(10).
      05  (PREF)RECIPIENT-LNAME       PIC X(20).
      05  (PREF)RECIPIENT-FNAME       PIC X(09).
      05  (PREF)RECIPIENT-DOB         PIC 9(08).
      05  (PREF)START-DATE            PIC 9(08).
      05  (PREF)END-DATE              PIC 9(08).
      05  (PREF)UNITS-APPROVED         PIC 9(03).
      05  (PREF)PA-NUMBER              PIC X(13).
      05  (PREF)ADMISSION-DATE        PIC 9(08).
      05  (PREF)PROVIDER               PIC X(13).
      05  (PREF)REFER-PROVIDER        PIC X(13).
      05  (PREF)DIAG-CODE-1           PIC X(05).
      05  (PREF)DIAG-CODE-2           PIC X(05).
      05  (PREF)DIAG-CODE-3           PIC X(05).
      05  (PREF)PROCEDURE-CODE        PIC X(05).

      05  (PREF)REC-TYPE               PIC X(01).
          88  (PREF)REC-ADD            VALUE 'A'.
          88  (PREF)REC-CHANGE        VALUE 'C'.

      05  (PREF)PA-STATUS              PIC X(01).
          88  (PREF)APPROVED           VALUE 'A'.
          88  (PREF)DENIAL             VALUE 'D'.

      05  (PREF)REC-ERROR-TABLE.
          10  (PREF)REC-ERROR-FLAG
              OCCURS 21 TIMES
              INDEXED BY (PREF)ERROR-INDX PIC X(01).

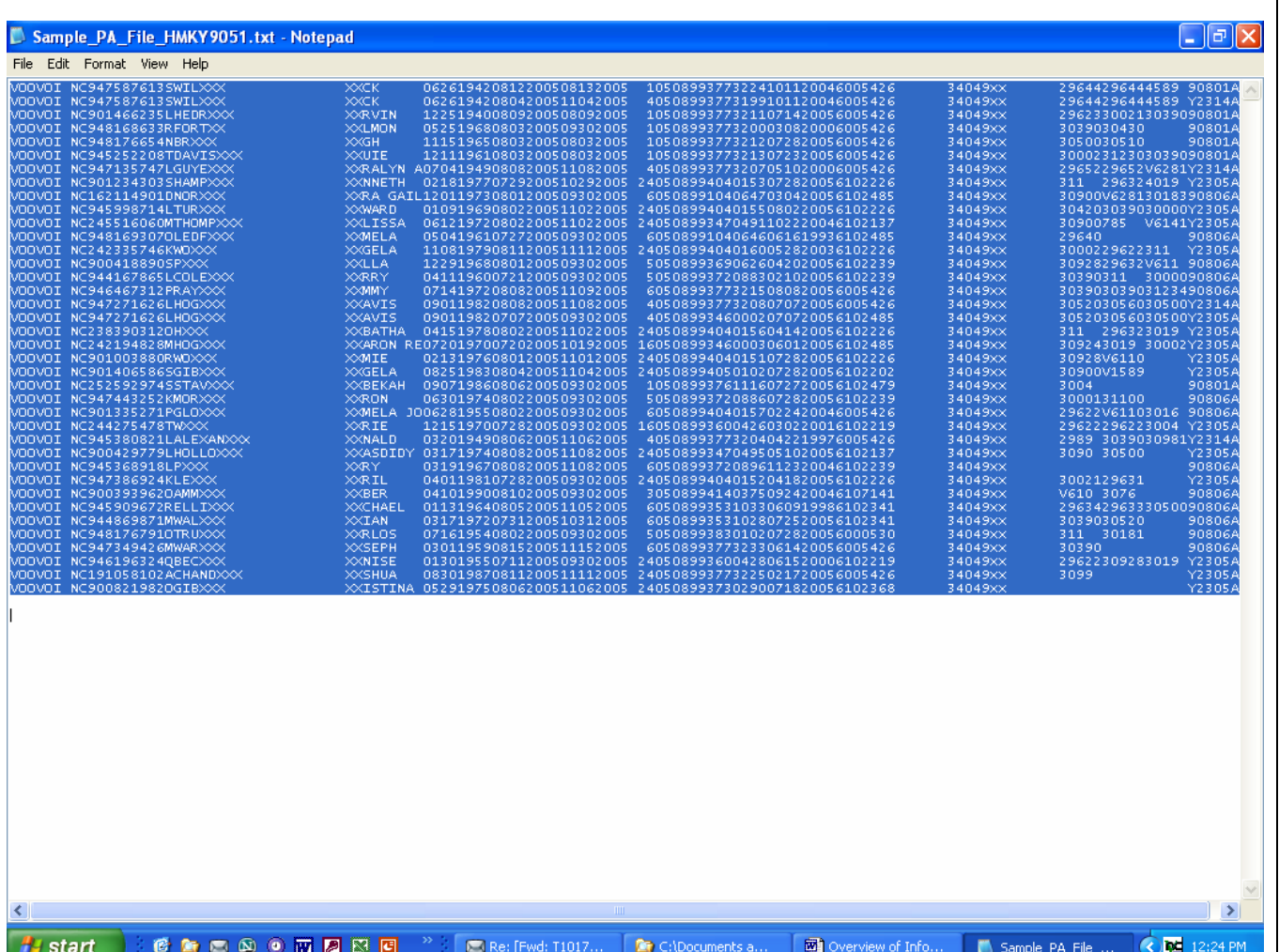
***** END OF COPY MEMBER HMKY9051 *****
```

IV. Sample of PA file

Information Systems Requirements for URL-PA

Below is an example of the layout of the PA (HMKY9051) file. Consider this example when constructing your file.

Note: The last three characters in the last name and the first three characters in the first name have been replaced with 'XXX' for security cases.



Line	Field 1	Field 2	Field 3	Field 4	Field 5	Field 6	Field 7
1	VDOOVI	NC947587613SWILXXX	XXCK	062619420812200508132005	10508993773224101120046005426	34049xx	29644296444589 90801A
2	VDOOVI	NC947587613SWILXXX	XXCK	062619420804200511042005	40508993773199101120046005426	34049xx	29644296444589 Y2314A
3	VDOOVI	NC90146623ELHEDRXXX	XXRVIN	122519400809200508092005	10508993773211071420056005426	34049xx	29623300213039090801A
4	VDOOVI	NC948168633RFORDXXX	XXLMDN	052519680803200509302005	10508993773200030820006005426	34049xx	3039030430 90801A
5	VDOOVI	NC948176654NBRXXX	XXGH	111519650803200508032005	10508993773212072820056005426	34049xx	3050030510 90801A
6	VDOOVI	NC945252208TDAVISXXX	XXJIE	121119610803200508032005	10508993773213072320056005426	34049xx	30002312303039090801A
7	VDOOVI	NC947135747LGUYEXXX	XXRALYN	A070419490808200511082005	40508993773207051020006005426	34049xx	2965229652V6281Y2314A
8	VDOOVI	NC901234303SHAMPXXX	XXNNETH	021819770729200510292005	2405089940404153072820056102226	34049xx	311 296324019 Y2305A
9	VDOOVI	NC162114901DNORXXX	XXRA	GAIL120119730801200509302005	60508991040647030420056102485	34049xx	30900V62813018390806A
10	VDOOVI	NC945998714LTURXXX	XXWARD	010919690802200511022005	2405089940404155080220056102226	34049xx	304203039030000Y2305A
11	VDOOVI	NC245516060MTHOMPXXX	XXLISSA	061219720802200511022005	240508993470491102220046102137	34049xx	30900785 V6141Y2305A
12	VDOOVI	NC9481692070LEDFOXXX	XXMELA	050419610727200509302005	60508991040646061619936102485	34049xx	29640 90806A
13	VDOOVI	NC242335746KWDXXX	XXGELA	110819790611200511112005	2405089940404160052820036102226	34049xx	3000229622311 Y2305A
14	VDOOVI	NC9004188905PXXX	XXLLA	122919680801200509302005	50508993690626042020056102239	34049xx	3092829632V611 90806A
15	VDOOVI	NC944167865LCOLEXXX	XXRRY	041119600721200509302005	50508993720883021020056102239	34049xx	30390311 3000090806A
16	VDOOVI	NC946467312PRAYXXX	XXMMY	071419720808200511092005	60508993773215080820056005426	34049xx	30390303903123490806A
17	VDOOVI	NC947271626LHOGXXX	XXAVIS	090119820808200511082005	40508993773208070720056005426	34049xx	305203056030500Y2314A
18	VDOOVI	NC947271626LHOGXXX	XXAVIS	090119820707200509302005	40508993460002070720056102485	34049xx	305203056030500Y2305A
19	VDOOVI	NC2383903120HXXX	XXBATHA	041519780802200511022005	2405089940404156041420056102226	34049xx	311 296323019 Y2305A
20	VDOOVI	NC242194828MHOGXXX	XXARON	RE072019700720200510192005	160508993460003060120056102485	34049xx	309243019 30002Y2305A
21	VDOOVI	NC901003880RWDXXX	XXMIE	021319760801200511012005	2405089940404151072820056102226	34049xx	30928V6110 Y2305A
22	VDOOVI	NC901406586SGIBXXX	XXGELA	082519830804200511042005	240508994050102072820056102202	34049xx	30900V1589 Y2305A
23	VDOOVI	NC2525929745STAVXXX	XXBEKAH	090719860806200509302005	10508993761116072720056102479	34049xx	3004 90801A
24	VDOOVI	NC947443252KMDRXXX	XXRON	063019740802200509302005	50508993720886072820056102239	34049xx	3000131100 90806A
25	VDOOVI	NC901335271PGLDXXX	XXMELA	J0062819550802200509302005	60508994040157022420046005426	34049xx	29622V61103016 90806A
26	VDOOVI	NC244275478TWXXX	XXRIE	121519700727200509302005	160508993600426030220016102219	34049xx	29622296223004 Y2305A
27	VDOOVI	NC945380821LALEXANXXX	XXNALD	032019490806200511062005	40508993773204042219976005426	34049xx	2989 3039030981Y2314A
28	VDOOVI	NC900429779LHOLLOXXX	XXASDIDY	031719740808200511082005	240508993470495051020056102137	34049xx	3090 30500 Y2305A
29	VDOOVI	NC945368918LPXXX	XXRY	031919670808200511082005	60508993720896112320046102239	34049xx	90806A
30	VDOOVI	NC947386924KLEXXX	XXRIL	040119810728200509302005	2405089940404152041820056102226	34049xx	3002129631 Y2305A
31	VDOOVI	NC9003939620AMMXXX	XXBER	041019900810200509302005	30508994140375092420046107141	34049xx	V610 3076 90806A
32	VDOOVI	NC945909672RELLDOXXX	XXCHAE	011319640805200511052005	60508993531033060919986102341	34049xx	29634296333050090806A
33	VDOOVI	NC944689671AMWALXXX	XXIAN	031719720731200510312005	60508993531028072520056102341	34049xx	3039030520 90806A
34	VDOOVI	NC948176791OTRUXXX	XXRLOS	071619540802200509302005	50508993830102072820056000530	34049xx	311 30181 90806A
35	VDOOVI	NC947349426MWARXXX	XXSEPH	030119590815200511152005	60508993773233061420056005426	34049xx	30390 90806A
36	VDOOVI	NC946196324QBCXXX	XXNISE	013019550711200509302005	240508993600428061520006102219	34049xx	29622309283019 Y2305A
37	VDOOVI	NC191058102ACHANDXXX	XXSHUA	083019870811200511112005	240508993773225021720056005426	34049xx	3099 Y2305A
38	VDOOVI	NC9008219820GIBXXX	XXISTINA	052919750806200511062005	240508993730290071820056102368	34049xx	Y2305A

V. Clarification of File Layout

Information Systems Requirements for URL-PA

The following are “Frequently Asked Questions” and clarifications pertaining to the production and layout of the PA file (HMKY9051).

1.) Units-Approved is a 3 digit field. If an LME needs to authorize 1000 or more units, should they be allowed to do so on one record? Should they break up their authorizations to fit this field length? Is this a business process question?

A - No, currently Value Options will send in multiple transactions for units approved with variable effective and end dates for units less than 999. this process will continue to be the same for units more than 999.

2.) Please specify which provider number is being requested in the following fields...

05 (PREF) PROVIDER PIC X(13) at position 97

A - This field (above) is the submitting billing provider.

05 (PREF) REFER-PROVIDER PIC X(13) at position 110.

A - This field (above) is the referring provider.

Is REFER-PROVIDER the base provider number (34049xx)?

A - Yes, the referring provider is the base provider number (34049xx).

Is Provider at position 97 the attending provider? Multi-specialty number?

A - This number is the multi-specialty provider number, or the submitted billing provider number.

Considering DPE, should they use the DMA issued numbers after they receive them for this field?

A - No, PA should be established using the base billing provider number.

3.) DIAG-CODE PIC X(05) at positions 123, 128 and 133. The value placed in these fields should not contain the period/decimal point. Correct?

A – Correct. The field should not contain the period/decimal point.

4.) Should authorizations be given at the provider level or at the agency level?

A – Prior authorization should be given at the provider level.

5.) PROCEDURE-CODE PIC X(05) at position 138 should not contain modifiers. Correct?

A – Correct. The procedure code should not contain modifiers.

6.) ADMISSION-DATE PIC 9(08) at position 89. Is this the date the consumer first contacts the LME or provider for treatment?

A – No, the admission date is the date that a recipient was admitted to the facility.